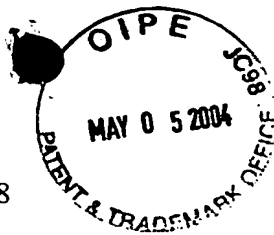


DOCKET NO: 202586US-8



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IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE APPLICATION OF :

MARK A. PODRACKY

: EXAMINER: ZHONG, CHAD

SERIAL NO: 09/784,069 :

FILED: FEBRUARY 16, 2001

: GROUP ART UNIT: 2154

FOR: SYSTEM, METHOD, AND COMPUTER
PROGRAM PRODUCT FOR SUPPORTING
MULTIPLE SERVICE PROVIDERS WITH A
TROUBLE TICKET CAPABILITY

RESPONSE TO RESTRICTION REQUIREMENT

COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313-1450

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MAY 0 6 2004

Technology Center 2100

SIR:

In response to the Restriction Requirement dated April 14, 2004, Applicants provisionally elect with traverse Group I, Claims 1-35, drawn to the updating and accessing of database information by participants. Applicants traverse the restriction requirement for the following reasons:

MPEP § 803 provides:

... If the search and examination of an entire application can be made without serious burden, the Examiner must examine it on the merits, even though it includes claims to distinct or independent inventions.

However, the outstanding Restriction Requirement has not established that an undue burden would exist if the Restriction Requirement was not issued and all the claims were examined together. Moreover, the claims of the present invention would appear to be part of an overlapping search area. Accordingly, Applicants respectfully also traverse the outstanding

Application Serial Number 09/784,069

Response to Restriction Requirement dated April 14, 2004

Restriction Requirement on the grounds that a search and examination of the entire application would not place a *serious* burden on the Examiner.

Accordingly, it is respectfully requested that the requirement to elect a single group be withdrawn, and that a full examination on the merits of Claims 1-39 be conducted.

Respectfully submitted,

OBLON, SPIVAK, McCLELLAND,
MAIER & NEUSTADT, P.C.



Bradley D. Lytle
Attorney of Record
Registration No. 40,073
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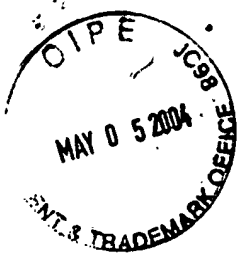
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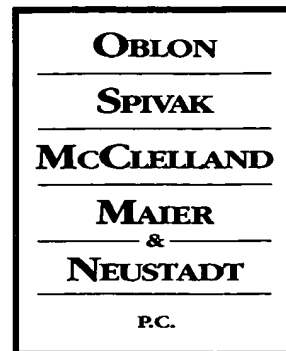
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Docket No.: 202586US8



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COMMISSIONER FOR PATENTS
ALEXANDRIA, VIRGINIA 22313

RE: Application Serial No.: 09/784,069

Applicants: Mark A. PODRACKY

Filing Date: February 16, 2001

For: SYSTEM, METHOD, AND COMPUTER PROGRAM
PRODUCT FOR SUPPORTING MULTIPLE
SERVICE PROVIDERS WITH A TROUBLE
TICKET CAPABILITY

Group Art Unit: 2154

Examiner: ZHONG, CHAD

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Technology Center 2100

SIR:

Attached hereto for filing are the following papers:

RESTRICTION RESPONSE

Our check in the amount of \$0.00 is attached covering any required fees. In the event any variance exists between the amount enclosed and the Patent Office charges for filing the above-noted documents, including any fees required under 37 C.F.R. 1.136 for any necessary Extension of Time to make the filing of the attached documents timely, please charge or credit the difference to our Deposit Account No. 15-0030. Further, if these papers are not considered timely filed, then a petition is hereby made under 37 C.F.R. 1.136 for the necessary extension of time. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

OBLON, SPIVAK, McCLELLAND,
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